

Title (en)
DATA DRIVEN REMOTE SUPPORT

Title (de)
DATENGESTEUERTE FERNUNTERSTÜTZUNG

Title (fr)
ASSISTANCE À DISTANCE BASÉE SUR LES DONNÉES

Publication
EP 3979151 A1 20220406 (EN)

Application
EP 21186704 A 20210720

Priority
US 202017038824 A 20200930

Abstract (en)
A non-transitory computer-readable medium includes computer-executable instructions that, when executed, cause one or more processors of a first electronic device to perform operations including sending a request for asset data associated with an asset and receiving a set of telemetry data, a set of operational data, a set of inventory data, and a set of customer data associated with the asset. In the embodiment, the method includes selecting an asset model from a set of asset models associated with the asset based on the set of telemetry data, the set of operational data, the set of inventory data, and the set of customer data, wherein each asset model of the set of asset models corresponds to a particular task performed by the asset and generating a mapping hierarchy based on the selected asset model, wherein the mapping hierarchy includes a representation of a plant layout associated with the asset.

IPC 8 full level
G06Q 10/00 (2012.01)

CPC (source: EP US)
G06Q 10/00 (2013.01 - EP); **G06Q 10/06316** (2013.01 - US); **G06Q 10/087** (2013.01 - US); **G06Q 10/20** (2013.01 - US)

Citation (search report)

- [I] EP 3070550 A1 20160921 - ROCKWELL AUTOMATION TECH INC [US]
- [I] US 2018284741 A1 20181004 - CELLA CHARLES HOWARD [US], et al
- [I] US 2019340269 A1 20191107 - BIERNAT TIM S [US], et al

Cited by
US2021110403A1; US11587095B2

Designated contracting state (EPC)
AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)
BA ME

DOCDB simple family (publication)
EP 3979151 A1 20220406; US 2022101269 A1 20220331; US 2024054456 A1 20240215

DOCDB simple family (application)
EP 21186704 A 20210720; US 202017038824 A 20200930; US 202318496379 A 20231027